



# MMAC Fall Provider Update Meeting

October 23 -25, 2018

VENICE WOOD, MSW

CHIEF, BUREAU OF LONG TERM SERVICES AND SUPPORTS (BLTSS)

JERRY GREENE, MANAGER, SPECIAL INVESTIGATIONS UNIT

LORI ASI, AGING PROGRAM SPECIALIST II, BLTSS



# Staff and Organizational Updates

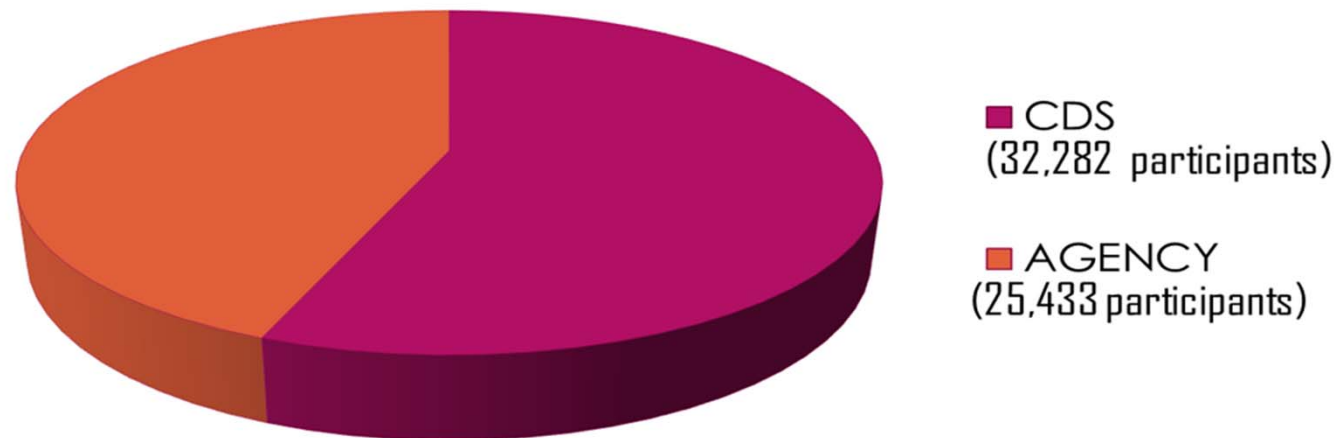
- ▶ Division Director – Jessica Bax
- ▶ Deputy Director – Jake Luebbering
- ▶ Bureau of Long Term Services and Supports
  - ▶ Policy and Training – Venice Wood
  - ▶ Systems and Data – Kitty Engler
  - ▶ Aging Program Specialists – Lori Asi and Travis West
- ▶ Special Investigations Unit – Jerry Greene
  - ▶ Specialization of Criminal Investigations
- ▶ Ombudsman – Jenny Hollandsworth



# Statistics

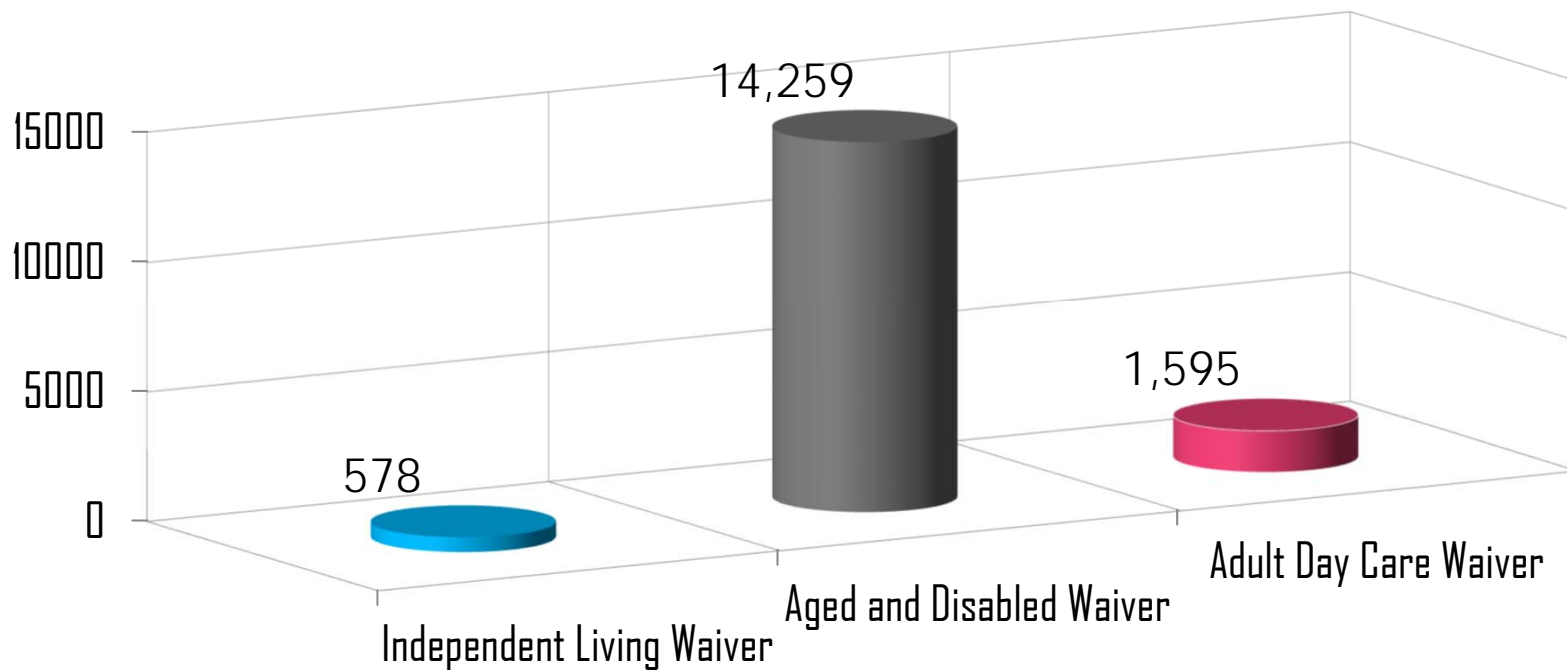
- ▶ Participant Statistics
- ▶ Reassessment Statistics
- ▶ Call Center Statistics
- ▶ Employee Disqualification List Statistics

# Consumer Directed vs. Agency Model Participants



# Statistics - Participants

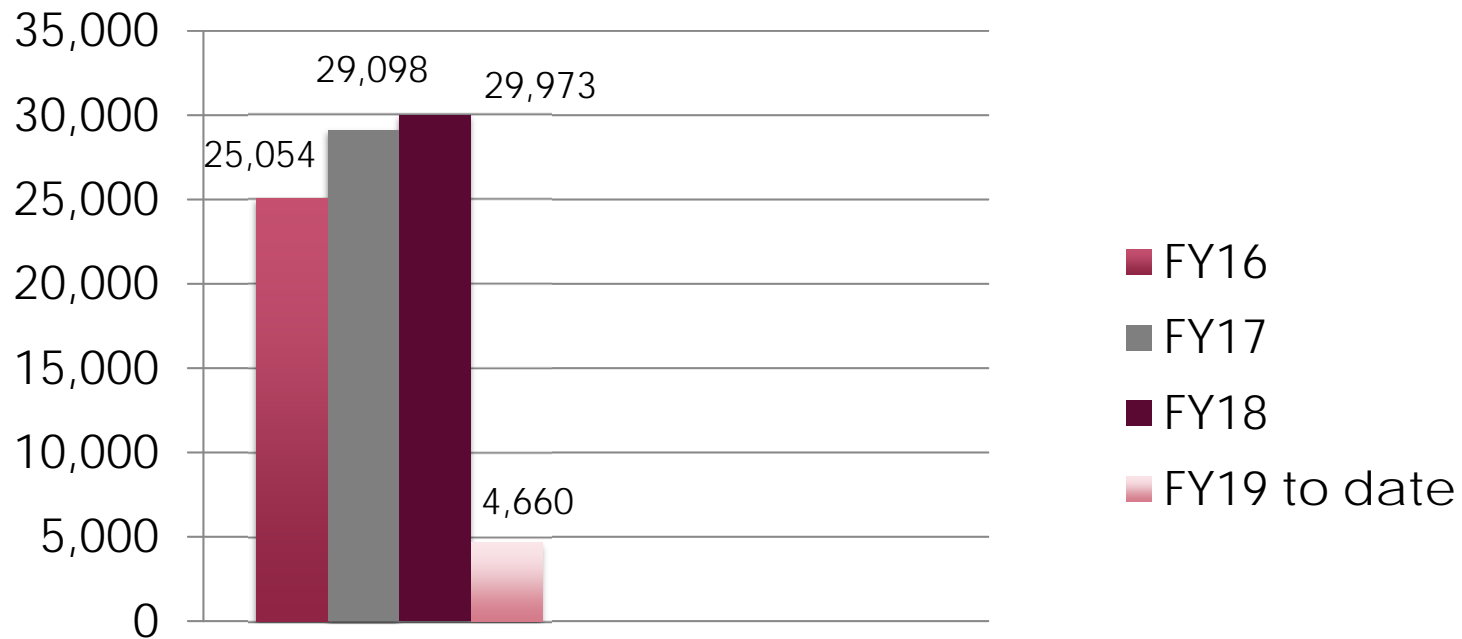
## Number of Participants Per Waiver Type



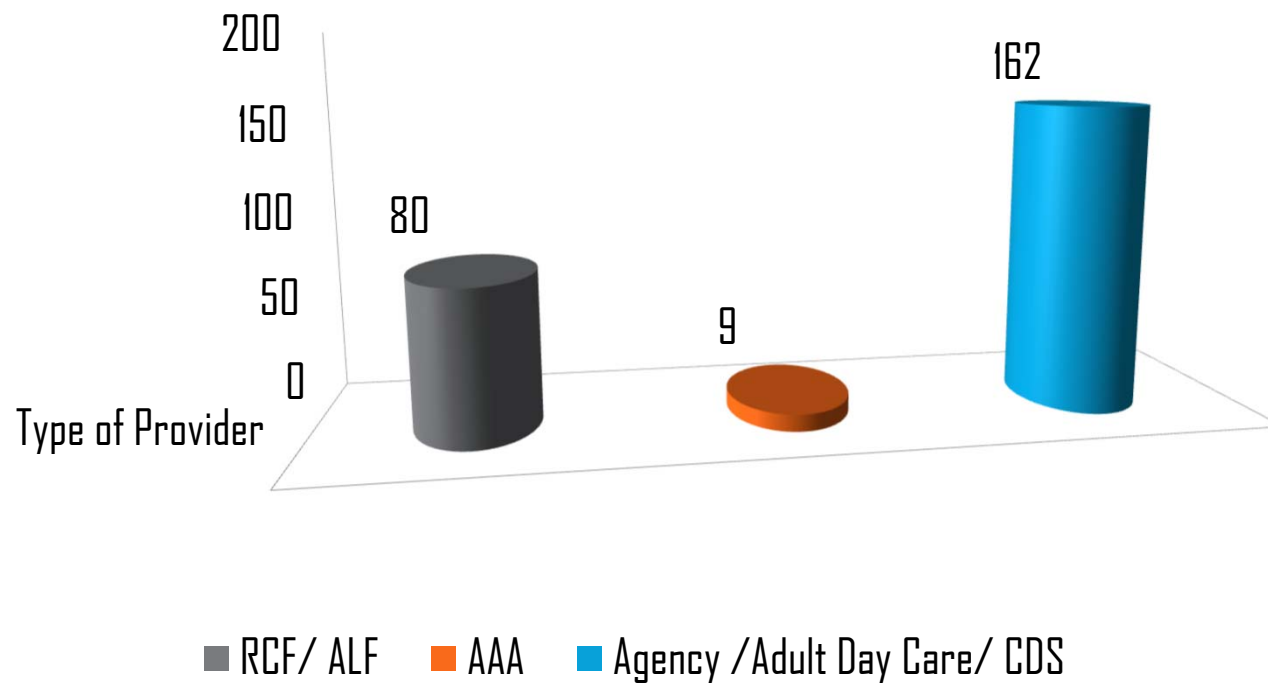
As of July 2018

# Statistics – Reassessments

Number of Participants Reassessed by Type 27 Providers



# Statistics – Type 27 Providers





# Statistics – Care Plan Changes

- ▶ Pending Regional Evaluation Team (REV) Assignments

Statewide  
Average

18 Days





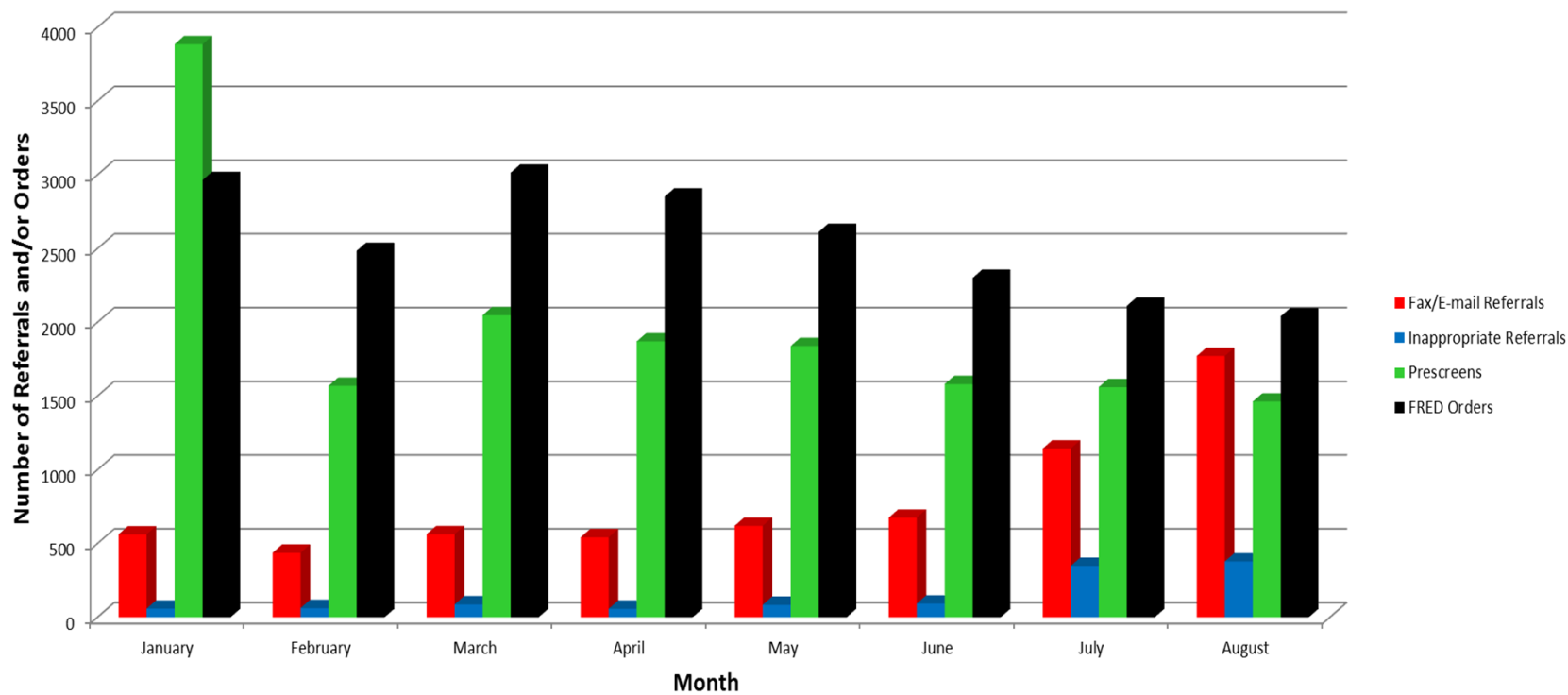
# Nursing Facility Level of Care

Recap and Status Update (as of July 2018):

- ▶ Regulation Change LOC– July 15<sup>th</sup>, 2017
- ▶ Waiver Amendments – December 2017
- ▶ 7,413 Original LOC 21
- ▶ 5,132 LOC 21 Reassessments Completed
- ▶ 4,997 (67%) moved to a higher LOC at reassessment
- ▶ 2,001 Cases Closed
- ▶ 260 LOC 21 Reassessments Remaining

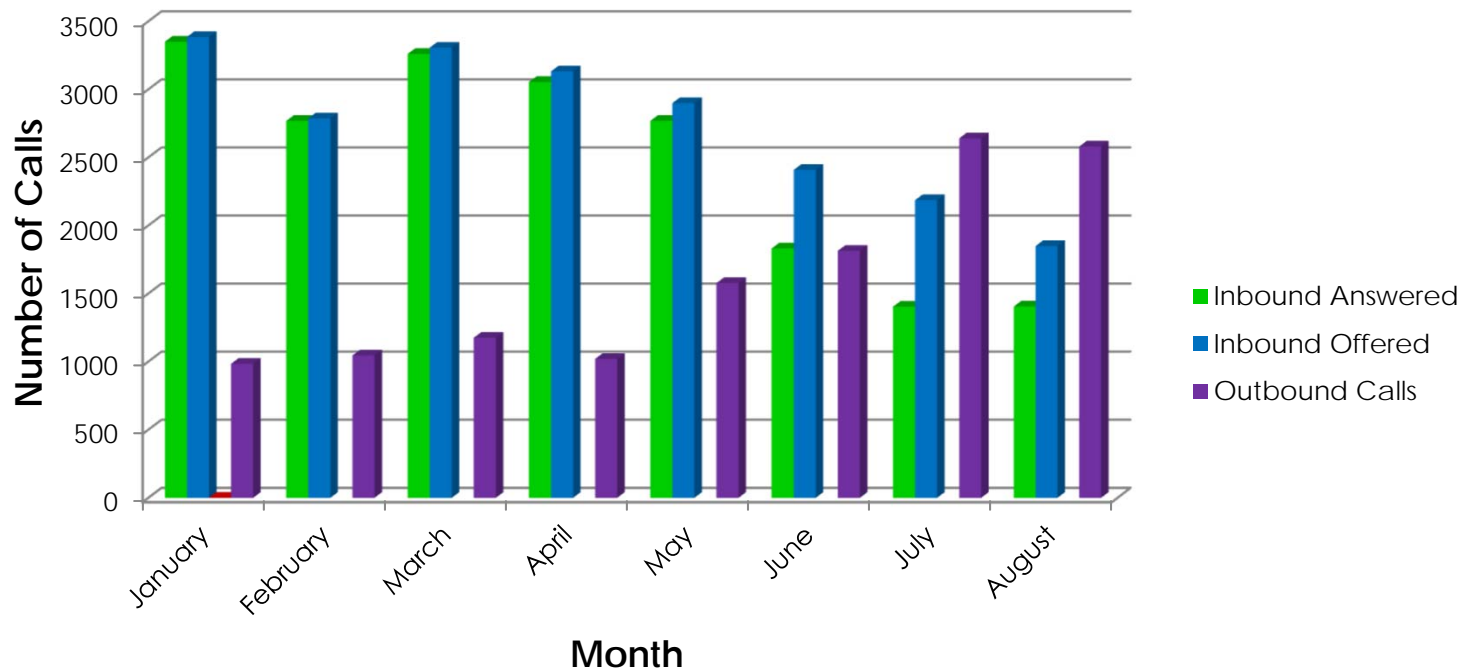
# HCBS Call Center Statistics - Referrals

2018 HCBS Call Center Referral Data



# HCBS Call Center Statistics – Phone Volume

## 2018 HCBS Call Center Call Data

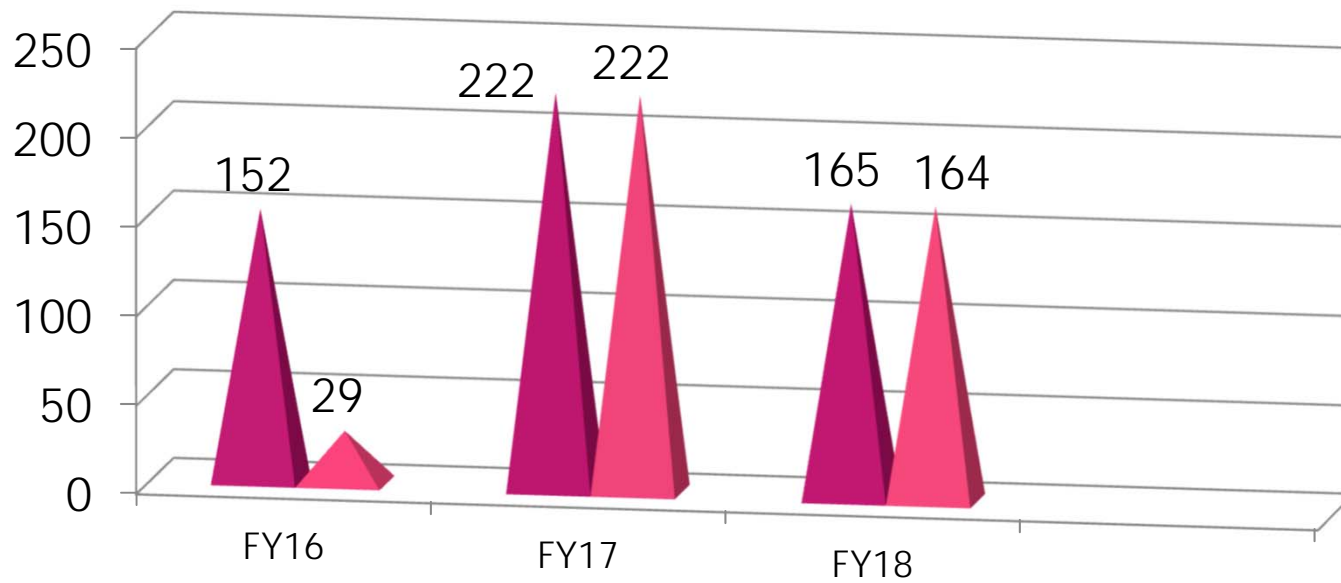




# HCBS Call Center Referrals

- ▶ PM-VM 18-12 HCBS Call Center Fax and Email Referrals
- ▶ Providers are encouraged to use the new e-mail address [HCBSCallCenterReferrals@health.mo.gov](mailto:HCBSCallCenterReferrals@health.mo.gov). All e-mailed referrals must also be encrypted to protect the participant's privacy. As part of this change, the Home and Community Based Referral Form (DA-1) has been renamed the HCBS-1 form. (see attached)

# Employee Disqualification Statistics



■ # submitted to OGC    ■ # accepted by OGC



# HCBS Updates

- ▶ PM/VM 18-19 NCI-AD Survey
- ▶ PM/VM 18-18 Provider Complaint Process
- ▶ PM/VM 18-17 HCBS 1350 Criminal History Records
- ▶ PM/VM 18-16 Introduction and Legal Authority
- ▶ PM/VM 18-15 Self-Direction Questionnaire
- ▶ PM/VM 18-14 Adverse Action/Appeals/Hearing Process
- ▶ PM/VM 18-13 FY19 Service Reimbursement Rates – ADW Updates
- ▶ PM/VM 18-12 HCBS Call Center Referral Process
- ▶ PM/VM 18-10 General Health Evaluation and LOC Recommendation
- ▶ PM/VM 18-09 Provider Reassessment Process Reminders



# Upcoming Policy Revisions

- ▶ Independent Living Waiver Process
- ▶ Waiting List
- ▶ Policy Clarification Questions – Revised





# HCBS Future

- ▶ Rate Development
- ▶ Nursing Facility Level of Care
- ▶ Regulations
- ▶ NCI-AD
- ▶ Value Based Payment
- ▶ EVV



# Questions

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